Teladoc Health™ Care Location App Module QRG

Overview

The Care location App allows patients to access Services from a device and connect using the Teladoc Health Provider Access software. We recommend the Teladoc Health Windows Provider Access software. See the MA-20220-001 Care Location App User Guide.

Setup

To configure the Care Location App screen, log into the Teladoc Health Solo platform as a Practice Admin. Select **Practice Settings** from the User icon dropdown. Enable each feature by selecting the associated checkbox. Select to **Edit** categories, **Add Titles**, and **Choose Layout** for the Care Location App. See MA-20166 Practice Admin QRG.

Activate Care Location

As a Practice Admin using the Teladoc Health software, select **Care Locations** from the left navigation panel. Copy the **Activate code** next to your Care Location. Now, using your device, enter the activation code into the **Care Location Activation Code** field. See MA-20220-001 Care Location App User Guide: to Add a new and to update a Care Location.

Scheduling

The attendant or scheduler schedules virtual encounters. For new patients, follow the **Demographic**s prompts.

- For existing patients, information about your patient will be displayed. You will need to verify your Passcode.
- For scheduled Visits, continue to the Symptoms section. For new Visits, verify the accuracy of your patient' information or edit it.

Medical Peripherals

The Scheduler or Attendant is responsible for collecting patient vitals using the medical peripheral devices. When you are ready to measure your patient's vitals, click on the **Start** button.

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A height scale, weight scale, pulse oximeter, blood pressure, thermometer, dermatoscope, stethoscope, and otoscope are approved devices. See MA-20220-001 Care Location App. A summary of **Your recorded vitals** will display.
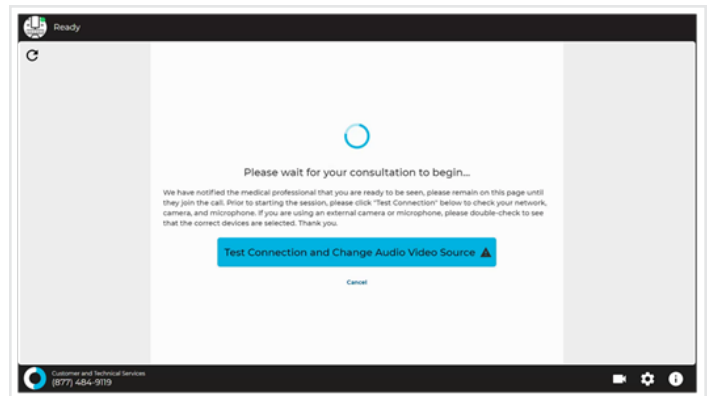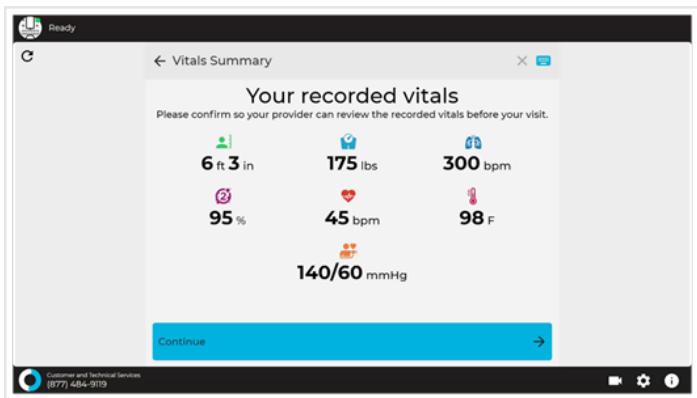

Prepare an Encounter

You will be asked to wait for your practitioner to join.

> **NOTE:** Teladoc Health recommends their Windows Provider Access softwarefor the virtual encounter. Enable the **Connect to Teladoc Device with Desktop/Mobile App** toggle. See MA-20013 Provider Access software for Windows User Guide.

The virtual encounter will begin when your practitioner enters.

Contact Teladoc Health 24/7 Live Technical Support +1 (877) 484-9119

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